

KY Medicaid Managed Care Provider Forums

August/September 2014

**Kim Howell, Provider Relations Manager
Vaughn Payne, MD, MBA, Medical Director**

Humana®


CareSource™

Plan Participation

Call 1-800-457-5683 or email providermedicaidenrollment@humana.com.

Humana – CareSource works with the following networks to provide dental, vision, behavioral health, substance use and chiropractic services. To request participation, please contact the appropriate network below.

<u>Provider Type</u>	<u>Group</u>	<u>Contact Information</u>
Behavioral health and substance abuse providers	Beacon	1-877-380-9729
Dental providers	MCNA	1-877-375-6262
Vision providers	Block Vision	1-866-819-4298
Chiropractic providers	HealthWays	Wholehealthpro.com



Provider Relations

PCP & Specialists

Felicia Wheeler	felicia.wheeler@caresource.com
Julia Walls	Julia.walls@caresource.com
Michael Gregory	michael.gregory@caresource.com
Brittany Anderson	brittany.anderson@caresource.com
Claudia Jarrett	claudia.jarrett@caresource.com

Hospital, Ancillary, Dental, Chiropractic, Hospital Based Practitioners

Christina Bowlin	christina.bowlin@caresource.com
Patricia Smith-Glover	patricia.smithglover@caresource.com
Amanda Muncy	amanda.muncy@caresource.com



Humana


CareSource

Member Name **SAMPLE** **Date of Birth**
Mary Doe 04-12-73

Humana – CareSource Member ID #:12345678900

Medicaid ID #: 987654321000

Primary Care Provider/Clinic Name:
Good, lam A.

Provider/Clinic Phone: (855) 123-4567

Member Services: **(855) 852-7005** (TTY: 1-800-648-6056 or 711)

24-hour nurse line: (866) 206-9599 (TTY: 1-800-648-6056 or 711)

**THIS CARD IS FOR IDENTIFICATION ONLY
AND DOES NOT VERIFY ELIGIBILITY.**

MEMBER: Show your ID card to medical providers **BEFORE** you receive care. Never let others use your ID card. Call 911 if you have an emergency. You can also call your PCP or our toll-free 24-hour nurse advice line if you're not sure if it's an emergency.

BEHAVIORAL HEALTH HOTLINE: 877-380-9729

HEALTH CARE PROVIDERS: You must verify member eligibility for the date of service. Visit **CareSource.com/KY** or call **(855) 852-7005** to access this information. Authorization required for inpatient admission.

MAIL MEDICAL CLAIMS TO: CareSource, P.O. Box 824, Dayton, OH 45401-0824

PHARMACY: Providers call (855) 852-7005

BENEFITS MANAGER: CVS Caremark

RxBIN 004336

RxPCN ADV

RxGRP RX5046

CareSource.com/KY

Humana


CareSource

Provider Services

- Orientation
- Electronic claims submission
- Electronic Funds Transfer available
- Web-based transactions
 - Check claim status online
 - Submit and check appeals online
 - Access Provider Membership List
 - Primary Insurance Information
 - Check benefit history online
- 24-hour automated member eligibility verification
- Paperless referral system
- Free Interpreter Services for Office Visits

Provider Portal – How to Register

<https://providerportal.caresource.com/KY>

Humana.


CareSource™

User Registration

Step 1 of 3 - Provider Eligibility

Provider Type:

☒ Practitioner ☐ Group

Practitioner's First Name:

*

Practitioner's Last Name:

*

Tax ID:

*

CareSource Provider ID: ?

*

Zip Code:

*

Next

Humana®


CareSource™

Claims

- Electronic Funds Transfer (EFT) – Instamed
- Electronic Remittance Advice (ERA)
- Electronic Data Interchange (EDI): Electronic claims submission
 - **Humana – CareSource Payer ID: KYCS1**
CPS, Emdeon, Practice Insight, Quadax, Relay Health, and ZirMed
- Quick claims payment with more than 96% of clean claims paid within 30 days
- Utilize industry standard logic for coding edits
- HIPAA 835 formatted Explanation of Payment (EOP)
- Timely filing period is 365 days



Fraud, Waste & Abuse Program

- To report any suspected fraudulent activities:
 - **Call: 1-855-852-7005** and select the appropriate menu options
 - **Fax: 1-800-418-0248**
 - **Email: fraud@caresource.com**
 - **Write to:**
Humana – CareSource
Attention: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940



Medical Management

The Triple Aim



- Improve the patient experience
- Improve the health of the population
- Reduce the per capita cost of care

Medical Management

Robust Provider Portal

- Confirm eligibility
- Claims processing
- Prior authorizations (PA)



Active Member Services

- 24 Hour nurse advice line
- Care management
- Health education



Humana®

**CareSource**™

Prior Authorization Process



- Cost containment process AND a quality enhancement process
- Ours is balanced and fair
- Based on national guidelines and scientifically sound medical policies
- Designed to be provider-friendly



Humana®


CareSource™

Member Care

(examples)

Preventive Care

- Child & adolescent immunizations
- Prenatal care
- Cervical cancer screening

Access to Care

- Adult & child primary care
- ED & hospital services
- Dental health
- Behavioral health

NO COPAYS!



Humana®


CareSource™

Case Management

- Member-centric team approach (pharmacists, nurses, social workers, others)
- Treatment plans developed in partnership with providers & members
- Integrated with physical and behavioral health
- Focus on improved member satisfaction, quality of life, & outcomes (triple aim)



Humana®


CareSource™

Quality Improvement

- NCQA
- CAHPS
- HEDIS
- Goal of *Excellence* in all metrics



Quality Improvement Highlights

Measures (abbreviated)

- Well-child visits increased from 24% to 56%
- Preventive services increased from 11% to 80%
- Primary care access increased ages 12-24 months increased from 10% to 93%



Initiatives (abbreviated)

- Seasonal preventive care reminders
- Direct outreach for children with care gaps
- EPSDT Children & Teen brochure mailings

Partners

Behavioral Health



Beacon Behavioral Health

- NCQA certified
- Comprehensive range of services
- 24 hour crisis line availability

Humana®


CareSource™

Partners Dental



Managed Care of North America, Inc (MCNA)

- Dental benefits management company
- Network of dentists & other oral health specialists dedicated to excellent clinical outcomes

Humana®


CareSource™

Partners Radiology



HealthHelp

- Provides consultative radiology services for CT, MR, and PET
- Expert peer consultation
- Providers contact them directly for simplicity of use

Humana®


CareSource™

Partners Pharmacy



CVS CareMark

- Most medications are available with out PA!
- PA reviews are done by us
- Utilizes an interactive formulary website tool

Humana®


CareSource™

Thank You!
Provider Services

1-855-852-7005

Monday – Friday
8am – 6pm (EST)

Humana®


CareSource™